



# ELIGIBILITY OPERATIONS MANAGEMENT REPORTING TEAM

---

*Social Services Advisory Board (SSAB)*

*April 13, 2017*



## PURPOSE

To provide reports that allow Eligibility staff and management to make data driven decisions

This is accomplished through:

- Dashboards
- Custom Reports
- Adhoc Reports



# MANAGEMENT REPORTING TEAM



Chief  
Charley  
Khoury

Manager  
Adriana R

Mildred A.  
PS II

Julia G.  
PS II

Gil D.  
PS II

Elaine F.  
PS II

Janet Y.  
PS II

Christopher  
H.  
PS II

Julia G.  
PS II

Robert B.  
PS II

Arleen S.  
PS II

## REPORT SOURCES

- CalWIN
- Authmed
- QMATIC
- Rushmore
- SharePoint



# ELIGIBILITY BY THE NUMBERS



LIVE WELL  
SAN DIEGO

## ELIGIBILITY SERVICES BY THE NUMBERS...

April 2017 (Data Month: March 2017)

### PARTICIPANTS

- **CalFresh:** 276,915 recipients, down 5.76% from last year.
  - 131,068 child recipients (0-18), down 6.41% from last year.
  - 25,204 senior recipients (60+), up 9.31% from last year.
- **CalWORKs:** 58,634 recipients, down 10.13% from last year.
  - 45,875 child recipients (0-18), down 8.73% from last year.
  - Welfare-to-Work: 9,435 participants, down 17.76% from last year.
- **CMS:** 43 CMS recipients, down 31.75% from last year.
- **General Relief:** 3,120 recipients, down 2.01% from last year.
- **Medi-Cal:** 730,987 recipients, down 3.11% from last year.
  - 292,193 child recipients (0-18), down 8.03% from last year.

Program	Cases	Recipients	% Change in Recipients Previous Month	% Change in Recipients Previous Year	Unduplicated Number of Recipients (Mar 2016-Mar 2017)
CalFresh	135,093	276,915	-0.57%	-5.76%	412,296
CalWORKs	23,026	58,634	-0.69%	-10.13%	92,684
CMS	43	43	-12.24%	-31.75%	366
General Relief	3,103	3,120	1.13%	-2.01%	9,984
Medi-Cal	391,214	730,987	-0.08%	-3.11%	955,894
<b>TOTAL</b>	<b>582,479</b>	<b>1,069,699</b>	<b>-0.24%</b>	<b>-4.22%</b>	

\*Recipients include 234,294 under ACA Medicaid Coverage Expansion.

### PROCESSING

Applications Registered		Recertifications	
March 2017	FYTD	March 2017	FYTD
11,292	103,022	8,621	79,562
2,345	24,783	1,826	15,440
774	6,832	21	198
1,717	15,597	113	899
13,569	138,495	16,214	145,858
29,697	288,729	26,795	241,957

Periodic Reports		Documents Imaged	
March 2017	FYTD	March 2017	FYTD
11,862	99,446	588,897	5,081,648
1,207	11,691		
1,830	17,455		
120	1,560		
15,019	130,152		

### ACCESS CUSTOMER SERVICE CENTER

	March 2016	March 2017	Change	FYTD
nth	112,638	95,289	-17,349	831,138
	80,364	72,622	-7,742	608,277
	18,015	11,947	-6,068	111,172
ut	3,090	470	-2,620	11,894
	11,169	10,250	-919	100,229
Time	6:53	8:10	1:17	9:06

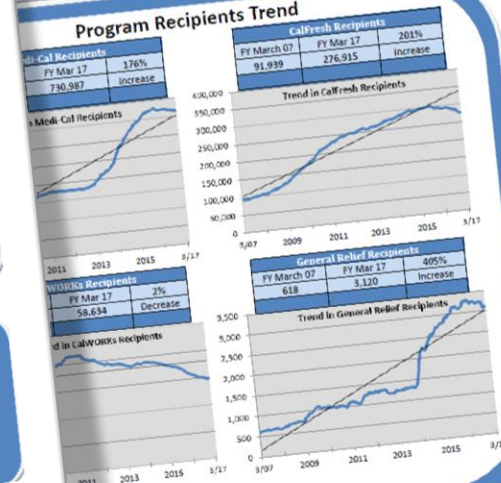
### FAMILY RESOURCE CENTER VISITS

	March 2016	March 2017	Change	FYTD
nth	79,515	94,922	16,23%	815,993
Time (min.)	17.94	20.08	2.14	

### Eligibility Applications Average Days to Disposition (March 2017)

- CalFresh**  
Regular Applications: State required days to disposition = 30 Days  
San Diego = 19 Days  
Expedited Applications: State required days to disposition = 3 Days  
San Diego = 2 Days
- CalWORKs**  
Regular Applications: State required days to disposition = 45 Days  
San Diego = 23 Days  
Immediate Need: State required days to disposition = 1 Day  
San Diego = 1 Day
- Medi-Cal**  
Regular Applications: State required days to disposition = 45 Days  
San Diego = 30 Days

### Program Recipients Trend



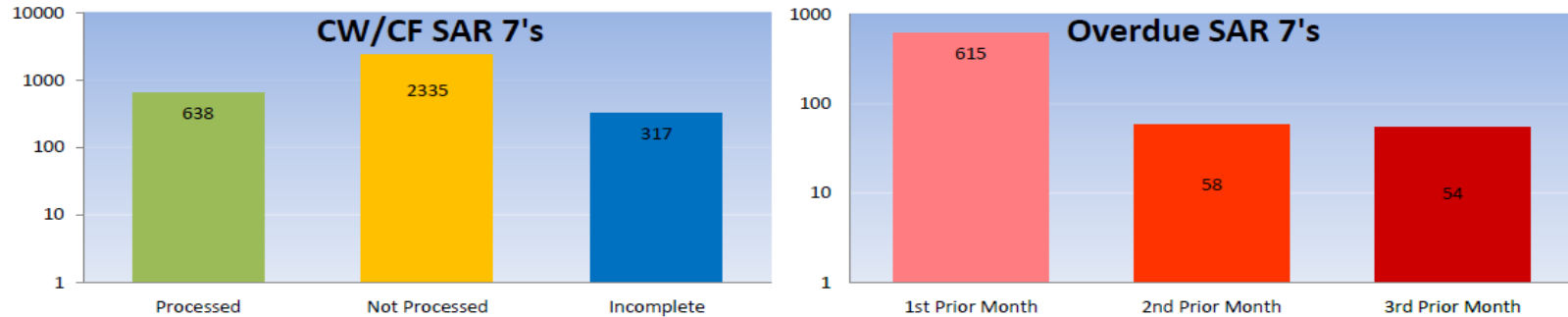
# MANAGER'S DASHBOARD



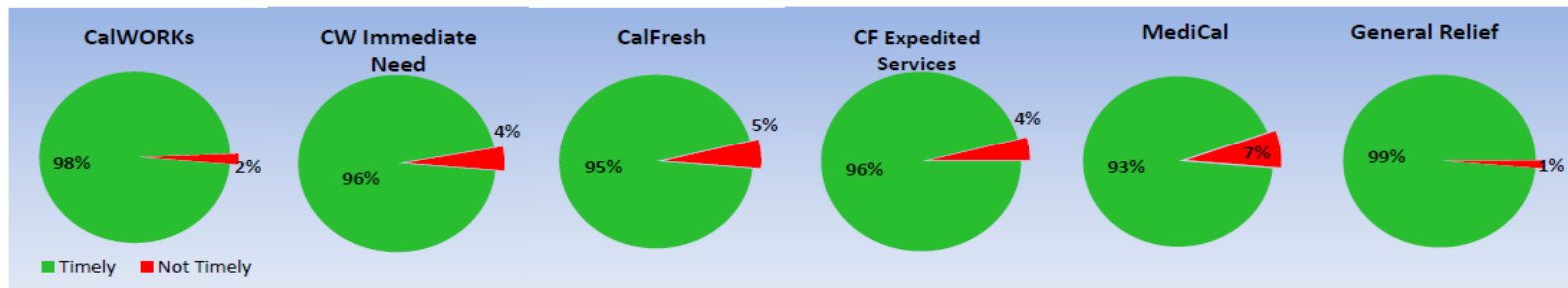
San Diego County

Saturday, April 08, 2017

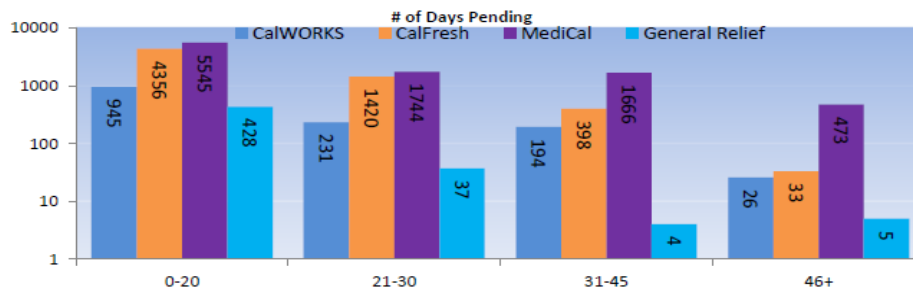
## Current Status Report Processing



## Current Application Disposition Timeliness



## Current Pending Applications



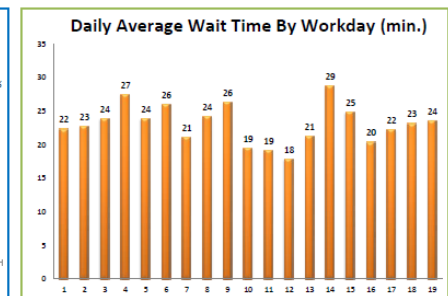
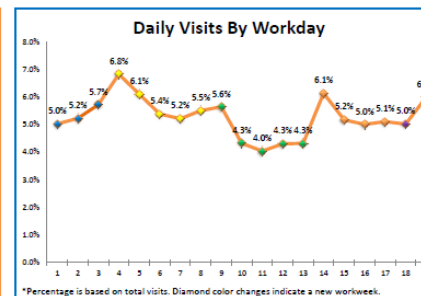
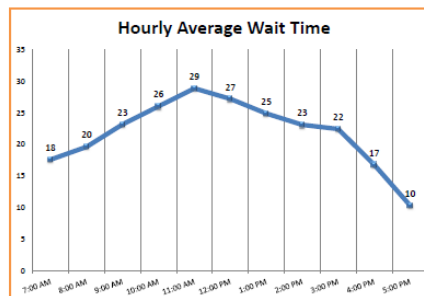
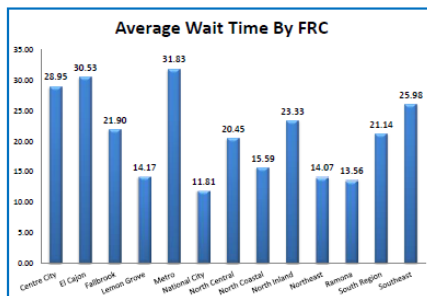
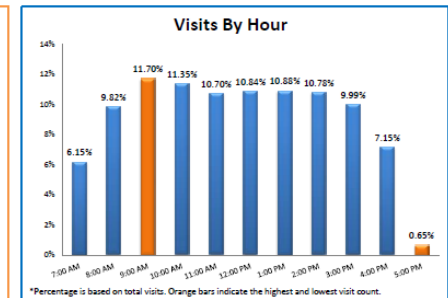
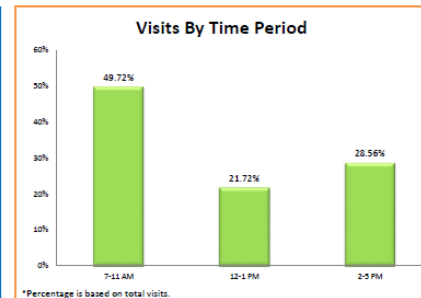
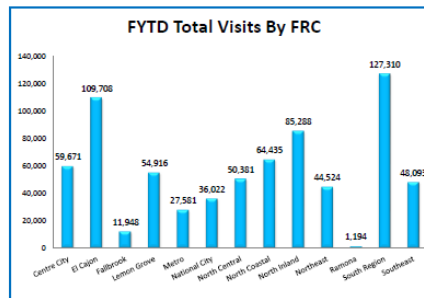
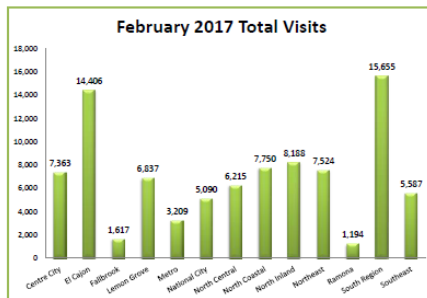
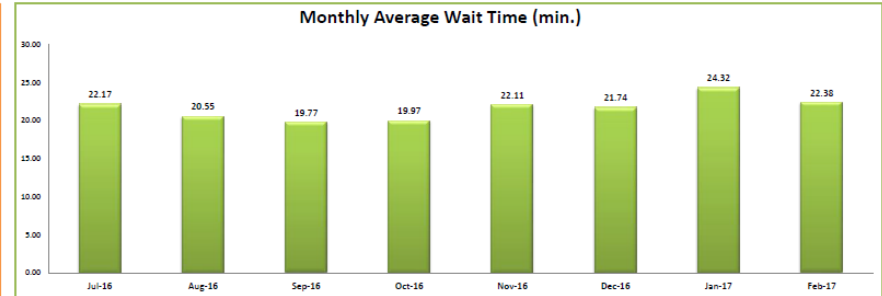
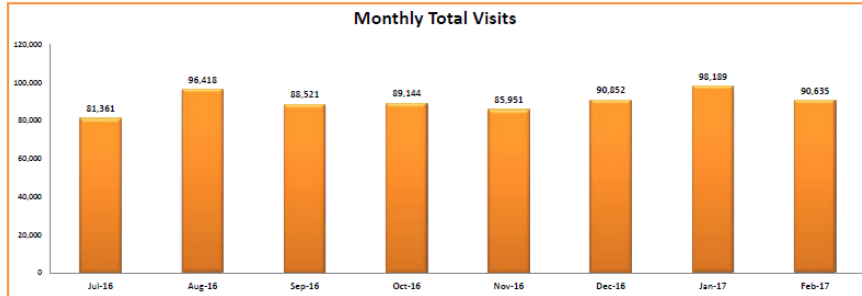
Program	Pending Apps	% of Apps Overdue
CalWORKs	1396	2%
CalFresh	6207	7%
MediCal	9428	5%
General Relief	474	1%

# QMATIC DASHBOARDS



## March 2017 San Diego County Monthly QMATIC Dashboard (Tickets) FY 2016/2017

Data Month: February 2017





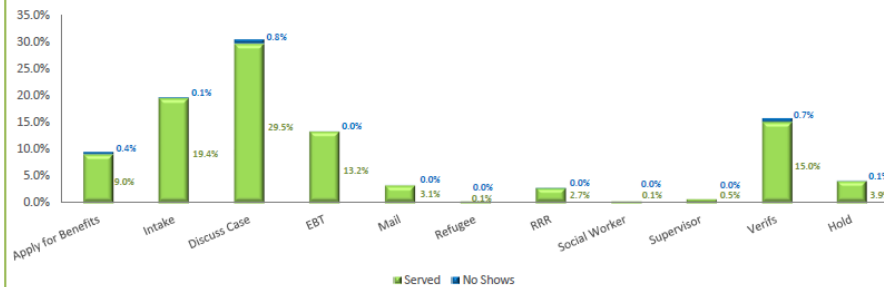
# QMATIC DASHBOARD



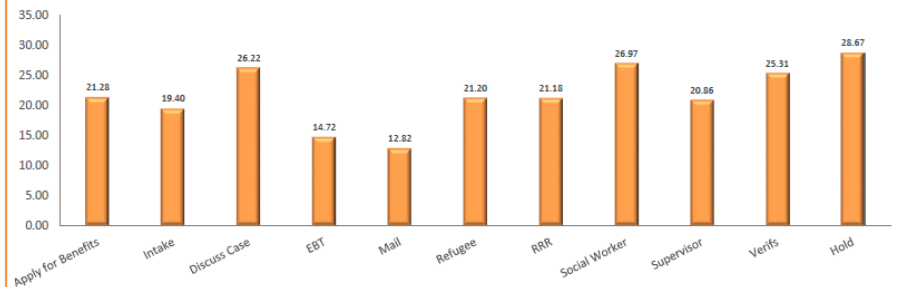
## March 2017 San Diego County Monthly QMATIC Dashboard (Queues) FY 2016/2017

Data Month: February 2017

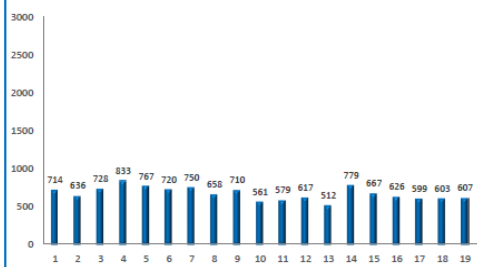
Monthly Visits by Queue Category



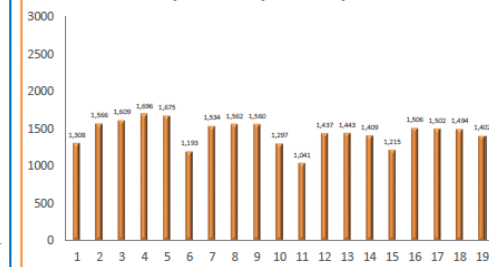
Average Wait Time by Queue Category (min.)



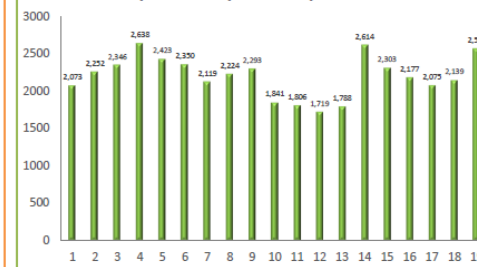
Monthly Served by Workday - Apply for Benefits



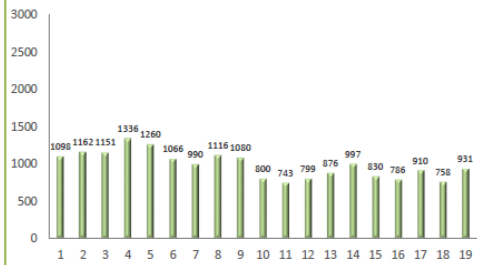
Monthly Served by Workday - Intake



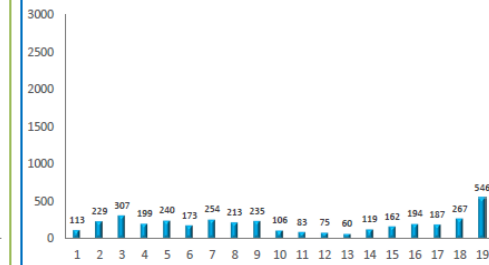
Monthly Served by Workday - Discuss Case



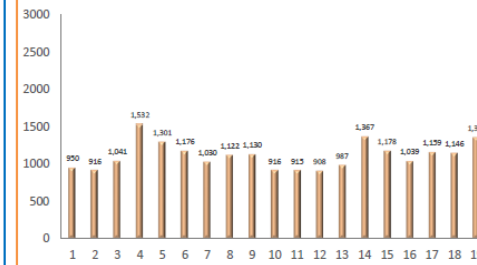
Monthly Served by Workday - EBT



Monthly Served by Workday - RRR



Monthly Served by Workday - Verifs



Queue Category	Queue Name*
Apply for Benefits	02 Arrival Apply for Benefits
Intake	01 ADA Person with Disability
	03 Arrival Appt Intake
	07 Clearing
	09 CMS HSS Intake
	10 CMS Intake Check in
	15 Fingerprint/Picture
	16 Group Intake
	23 Intake Appointment
	24 Intake Assignment Check In
	26 Pending Lead
	31 Scheduler
	32 Screening
	04 Arrival Appt Other
Discuss Case	06 Benefit Verification
	11 Continuing Case Lead (priority/PAS)
	18 Health Care Options
	25 Other Assistance
	36 Discuss App/Case
	12 EBT Benefit Card Replace Entry
EBT	13 EBT Benefits Card Replacement Process
	14 EBT Completed
	22 Immediate Needs Process
Mail	27 Pick Up Mail
Refugee	29 RAP Refugee Assistance Program
RRR	05 Arrival Appt Renewal
	17 Group Renewal
Social Worker	30 Renewal Appointment
	83 Social Worker
Supervisor	84 Supervisor
Verifs	85 Turn in Docs/Verif
Hold	08 Parking / No Show
	19 HOLD Ambassador
	20 HOLD HSS Window
	21 HOLD Reception

\*May be duplicated.



# APPLICATIONS BY POINT OF ENTRY



## County of San Diego - Monthly Applications Processed and Days to Disposition by Point of Entry\*

Data Month: March 2017

CalFRESH						
Application Source	Application Processed				Ave Days to Dispo	
	Expedited		Regular		Expedited	Regular
Benefits CalWIN	2,659	36.8%	4,072	33.7%	1.4	23.4
Fax	79	1.1%	145	1.2%	1.8	19.1
ICT	0	0.0%	60	0.5%	0.0	27.1
Mail-in	761	10.5%	1,743	14.4%	1.6	20.2
Walk-in	3,397	47.0%	5,814	48.0%	1.6	16.2
Other	328	4.5%	267	2.2%	1.2	15.5
	7,224	100.0%	12,101	100.0%	1.5	19.3

CalWORKs						
Application Source	Application Processed				Ave Days to Dispo	
	Imm. Need		Regular		Imm. Need	Regular
Benefits CalWIN	396	41.3%	601	24.7%	0.4	15.6
Fax	6	0.6%	23	0.9%	0.8	22.4
ICT	0	0.0%	20	0.8%	0.0	28.1
Mail-in	13	1.4%	128	5.3%	0.6	43.9
Walk-in	542	56.5%	1,646	67.7%	0.8	24.4
Other	3	0.3%	13	0.5%	1.0	20.4
	960	100.0%	2,431	100.0%	0.6	23.2

Medi-Cal			
Application Source	Application Processed		Ave Days to Dispo
Benefits CalWIN	2,210	13.2%	30.0
CalHEERS	6,378	38.0%	33.5
Fax	503	3.0%	25.7
ICT	152	0.9%	34.1
IHSS Referral	86	0.5%	21.8
LIS Apps	17	0.1%	45.8
Mail-in	1,650	9.8%	34.3
Other	1,061	6.3%	25.8
Outstation	338	2.0%	18.8
Telephone	490	2.9%	24.2
Walk-in	3,887	23.2%	24.3
	16,772	100.0%	29.7

Total Applications Processed for all Programs				
Application Source	Current Month Total Dispositions		FYTD Total Dispositions	
Electronic <sup>1</sup>	16,098	51.4%	127,705	50.2%
U.S Mail	3,521	11.2%	24,008	9.4%
Walk-In <sup>2</sup>	11,685	37.3%	102,618	40.3%
Total	31,304	100.0%	254,331	100.0%

<sup>1</sup> Electronic = Benefits CalWIN, CalHEERS, Fax, ICT, IHSS Referral, LIS, Telephone and Other Application Sources

<sup>2</sup> Walk-In = Walk-In and Outstation Application sources

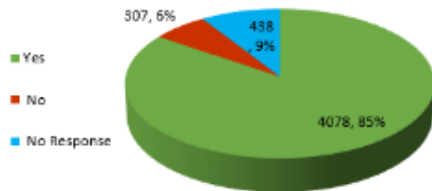
Source: MR0017E

\*This report captures the number of dispositions for the period of MARCH 1 thru MARCH 31, 2017.

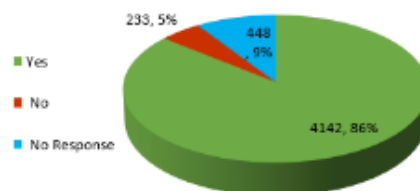
# CUSTOMER SATISFACTION SURVEY



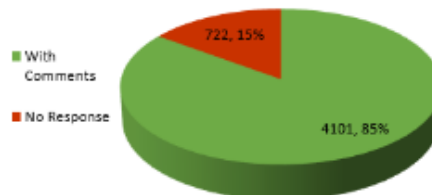
## Did you receive courteous service?



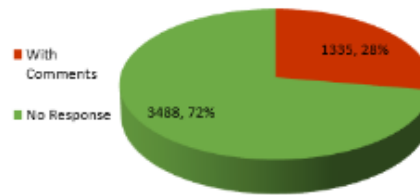
## Were you satisfied with the information you received?



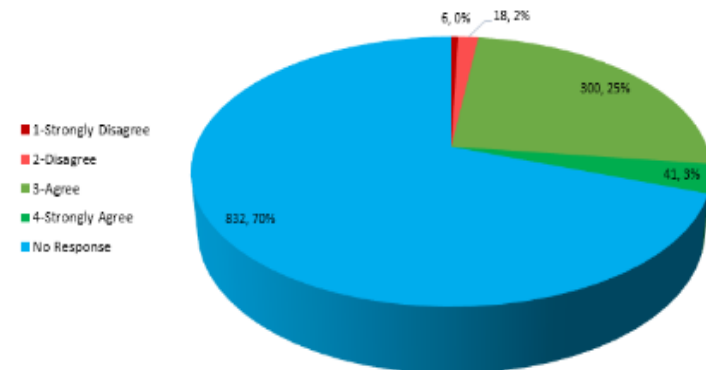
## What did we do well?



## What could we have done better?



## Overall, are you satisfied with the service you received?





THANK YOU!